

Workstation Support LTE Description

This Workstation Support LTE (intern) provides technical setup duties as directed by the Workstation Support Lead Worker. General oversight will be provided by the Workstation Support/Service Desk Supervisor. This position requires education, knowledge, and/or experience with workstation technology including, but not limited to, Windows workstation operating systems, workstation applications, workstation deployment tools such as SCCM, LANDesk, MDT, etc., x86 workstations/laptops, Multi-Function Devices (print/fax/copier/scanner), BlackBerry devices and other supported wireless devices such as Windows Phone, Android, and/or iPhone/iPad. This position receives escalated level support issues from an internal help desk. The incumbent shall be familiar with a variety of concepts, practices, and procedures relating to Workstation Support. A degree of creativity and self-motivation is desirable though other team members will be available for direction and mentorship.

Benefit to LTE

The candidate selected for this position will gain real-world experience setting up workstations and installing software for "end-users". The candidate will be assigned practical documentation work which will expose them to IT documentation standards.

Benefit to DCF

An intern working on Workstation Support will at first be assigned the very basic day-to-day assignments. This will allow our existing Workstation Support personnel to focus on project work and advanced break/fix work. The candidate will be using existing DCF documentation. Their ability to follow that documentation will show us if our documentation is adequate or if it needs improvement. Additionally, the candidate will be able to help us determine where documentation is lacking and will be assigned to create that documentation.

Workstation Support LTE Work Assignments

- Setup hardware and software for new personnel following an established procedure.
- Upon request, install new software for DCF personnel following an established procedure.
- Decommission hardware and software for exiting personnel following an established procedure.
- Setup mobile devices such as Blackberry Devices, Smartphones, or tablets as requested and approved by DCF personnel.
- Create standard operating documentation for processes that have not already been documented.
- Create troubleshooting documentation for newly discovered software and hardware issues.
- Evaluate new hardware and software proposed for agency standardization.
- Other Workstation Support duties as assigned.